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CONFIRMATION NO. 8142

<b>SERIAL NUMBER</b> 10/785,543	<b>FILING OR 371(c) DATE</b> 02/24/2004 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2614	<b>ATTORNEY DOCKET NO.</b> 07117.105018
<b>APPLICANTS</b> John C. C. McIlwaine, Alpharetta, GA; Matthew G.A. McConnell, Alpharetta, GA;				
<b>** CONTINUING DATA *****</b> This application is a CON of 10/198,019 07/18/2002 PAT 6,775,377 which is a CON of 09/950,528 09/10/2001 PAT 6,459,787 which is a CON of 09/517,500 03/02/2000 PAT 6,324,282 <i>yes QN</i>				
<b>** FOREIGN APPLICATIONS *****</b> <i>none QN</i>				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** SMALL ENTITY **</b> <b>** 05/17/2004</b>				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance <i>QN</i> Verified and Acknowledged <u>                    </u> Examiner's Signature <u>                    </u> Initials <u>                    </u>		<b>STATE OR COUNTRY</b> GA	<b>SHEETS DRAWING</b> 6	<b>TOTAL CLAIMS</b> 23
<b>INDEPENDENT CLAIMS</b> 2				
<b>ADDRESS</b> 20786				
<b>TITLE</b> Method and system for delivery of individualized training to call center agents				
<b>FILING FEE RECEIVED</b> 412	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	